



CITY OF HOUSTON

Finance Department
Strategic Procurement Division

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April 21, 2025

SUBJECT: Letter of Clarification No. 3

REFERENCE: **RFP 2025-0010 Multi-Function Devices and Managed Print Services**

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

1. To remove the document titled RFP-2025-0010 Multi-Function Devices (MFD) and Managed Print Services and replace it with the document titled **RFP-2025-0010 Multi-Function Devices (MFD) and Managed Print Services REVISED 4-22-25**. The following sections are updated in the revised RFP.
 - Solicitation, Appendix B, Section F, 6. Scope of Work
 - 6.5 Pricing
 - 6.7 Product Options
 - 6.7.1
 - 6.15 corrected to OCONUS
 - Solicitation Appendix B, Section F, 7. Attachments
 - Section O – Cost Proposal
 - Solicitation Appendix B, Section G, 5.5.2 Product Options/Variety/Availability and Service Capability
 - 5.5.2.2
 - 5.5.2.5
 - 5.5.2.6
 - 5.5.3.3
 - Solicitation Appendix B, Section G, 5.6 Cost Proposal
 - 5.6
 - 5.6.1
 - Solicitation Appendix B, Section G, 5.6.7 Contract Price List
 - Solicitation, Appendix B, Section G, 9.0 Other Required Information, 9. Additional or Alternative Terms and Conditions in a Participating Entity's Contract

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2. To remove Section O-1 Cost Proposal – Proposed Pricing Pages and Section O-2 Cost Proposal – Line-Item Pricing and replace them with Section O – Cost Proposal (Excel) workbook.
3. To remove Exhibit VI – Equal Opportunity Clause, Exhibit VII Certification for Debarment and Suspension, and Exhibit VIII Anti-Lobbying Certification from the RFP's PART 9 – REQUIRED FORMS TO BE SUBMITTED WITH PROPOSAL and from the solicitation files in Beacon Bid.
4. To add the following section to PART 7 – SPECIAL CONDITIONS of the RFP.

8.0 EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

The Contractor shall comply with the City's Equal Employment Opportunity Ordinance as set out in Section 15-17 of the Code of Ordinances.

5. To extend the solicitation due date from Thursday, April 24, 2025, to Thursday, May 8, 2025, at 4:00 PM.
6. To provide responses to the questions received from prospective proposers prior to the deadline to submit questions:

1	Question	When is the RFP document and SOW for the Multi-Functional Devices and Managed Print Services for the City of Houston expected to be released?
	Response	The RFP document and SOW were uploaded by Letter of Clarification No. 1 to Beacon Bid on March 10, 2025.
2	Question	Is it a requirement for proposers to be an existing CoreTrust supplier in order to be awarded this contract?
	Response	No.
3	Question	Your RFP document is reflecting a MWBE Goal of 0%. Please confirm if it is a requirement to subcontract a MWBE company for this RFP if the proposer is not a MWBE company?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The RFP was advertised with a 0% MWBE goal. The MWBE requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
4	Question	Please confirm if it is a requirement to subcontract a MWBE company for this solicitation.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The RFP was advertised with a 0% MWBE goal. The MWBE requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
5	Question	When will you be releasing the following documents? • Exhibit VII 24COR-003HO Proposed Pricing Pages (.xlsx) • Supplemental for Exhibit VII 24COR-003HO Line-Item Pricing (.xlsx) • Exhibit VI 24COR-003HO MFD Technical Competence Questionnaire (.docx) Thanks!
	Response	The RFP document and SOW were uploaded by Letter of Clarification No 1 to Beacon Bid on March 10, 2025.

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6	Question	Please let me know if there is any participation for a HUB or DBE required for this bid?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The RFP was advertised with a 0% MWBE goal. The MWBE requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
7	Question	Can you tell me if the city would consider a company's proposal that provides both a response that includes pricing for the City of Houston that differs than the pricing for the cooperative?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Please refer to Solicitation, Appendix B, Section G, 5.6.7 Contract Price List: The proposed pricing submitted in Line-Item Pricing of the awarded Proposer shall become the Contract Price List for the resulting Contract, and the proposed pricing shall become the awarded Contractor's ceiling, or Not to Exceed (NTE) price. That is, the ceiling or NTE price will be the highest price the awarded Contractor may bill to participating entities. The awarded Contractor may sell at a price that is lower than the Contract price, but not higher.
8	Question	Is there an attachment that identifies the fleet list and associated print volumes we are to base our response on?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The fleet list and print volumes may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
9	Question	The attachment entitled "O-2- Cost Proposal-Line-Item Pricing" lists Dex Imaging and CoreTrust in the first line of the Excel spreadsheet and several software programs (Tungsten Total Agility, Docuware, Printer Logic, XM Fax). Does the City of Houston (the City) already utilize these software programs from Dex Imaging and prospective proposers need to state their compatibility with these specific software programs or would the City be equally open to utilizing similar software provided by other vendors if they were to accomplish the same functions as the software stated in the attachment entitled "O-2- Cost Proposal-Line Item Pricing?"
	Response	The Dex Imaging heading was left in error. Please review the revised solicitation and Section O – Cost Proposal attachment. The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of software program that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.

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		The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale. 6.4.1 Consulting Services: Their process and methodology for consulting services to provide right-size printing and MFD fleet for a participating entity and provide transparent pricing for consulting services and the available variations of solutions.
10	Question	It is our understanding from various sources that the city has a subscription to Papercut, is this true and does the city intend to move forward with utilizing this software program or does the city intend to do away with Papercut in favor of a different print management software, if any?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of software program that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
11	Question	In Section 6.7.1, the City is requesting proposals that include "2 desktop-size MFD unit options and 2 large-scale industrial MFD unit options"; however, these terms are broad and are not defined in this RFP. Can the City please address specific capabilities for each of these categories to include (but not limited to) • Print speed • Print size capabilities (Letter only vs capability for up to 11"x17") • Color vs. Monochrome • Ability to include finishing capabilities such as stapling, booklet making, hole punching • Minimum and maximum weight for "Desktop size MFD unit options" • Average monthly volume per category
	Response	The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in scope with the solicitation and provide technical specification sheets for all proposed MFD units. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale. 6.5 Pricing: Transparent pricing for consulting; purchasing MFDs; leasing MFDs; MFD maintenance and repair services and subsections 6.5.1 through 6.5.8

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		6.6.2 Proposers shall provide technical specification sheets in searchable PDF format for all proposed hardware/MFDs. Proposers will be evaluated based on Technical Competence Requirements outlined in 5.5 through 5.5.3.3 and Cost Proposal outlined in 5.6 through 5.6.7 in Solicitation, Appendix B, Section G. The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The specific capabilities of the equipment used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers are strongly encouraged to offer products, services and pricing to account for vastly differing buying environments throughout the country.
12	Question	In Section 6.21.1, the RFP states that Proposers “may offer any type or number of MFDs and related supplies and services” and in 6.21.2 of the RFP it states that “Related products and services shall include” items such as toner, staples, tech support, and Uninterruptable Power Supply. Is it the intent of the City to mandate that all proposers include toner, staples, power supplies, etc. in either the cost per copy service charges or as a separate line item in bid responses?
	Response	Please review the amended solicitation and revised Section O Line-Item Pricing (Excel) workbook. Proposers will submit their line-item pricing for products and services in scope. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.5 Pricing: Transparent pricing for consulting; purchasing MFDs; leasing MFDs; MFD maintenance and repair services; 6.5.1 Transparent pricing for participating entities who wish to purchase MFDs and compatible accessories, upgrades, or consumables. 6.5.2 Transparent pricing for participating entities who wish to lease MFDs (participating entities may have differing needs, therefore, pricing structures will show various lengths from 12-month leases to 60-month leases); 6.5.3 Transparent pricing for participating entities who wish to procure managed print services, that is, services which are inclusive of maintenance and repair, device & user reporting, training, and fully supplied (excluding paper); 6.5.4 Proposed pricing for consulting services including but not limited to project planning, implementation, and travel. 6.5.5 Proposed pricing shall clearly and transparently communicate the total cost of acquisition for the benefit of participating entities and shall be inclusive of shipping and delivery, regular maintenance and repair (parts & labor, where applicable), repair services (where applicable) and consumables (where applicable, excluding paper).

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		6.5.6 Proposers shall clearly identify any associated costs that are not accounted for in the Line-Item Pricing Pages in order to provide the best total cost picture for participating entities. 6.5.7 Proposers shall provide Section O – Cost Proposal Line-Item Pricing (Excel) workbook for ease of pricing transparency and methodology for evaluation purposes. 6.5.8 Proposers shall detail the scalability of pricing based on number of machines purchased or leased.
13	Question	For an implementation of this scope, our experience has shown that it takes at least two, in person, hands on, professional trainers to successfully implement new equipment. Would the City mandate that all suppliers include these two trainers at no additional cost to the City?
	Response	The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers must offer and detail Consulting Services in their proposals. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.4.1 Consulting Services: Their process and methodology for consulting services to provide right-size printing and MFD fleet for a participating entity and provide transparent pricing for consulting services and the available variations of solutions.
14	Question	In 6.10.2 on page 47 as well as in 5.6.3 on page 59, the City states that "Proposers agree they shall include, if awarded a Contract, a Buyout to Keep early termination option on an FMV Lease that involves the acquisition of the MFD by the participating purchasing entity and consists of any current and past due amount, plus the remaining stream of MFD device payments." These terms do not include the residual value of the machine, would proposers be allowed to include this in the Buyout to keep early termination conditions? (If not, the city is actually requesting a \$1 out lease)
	Response	Proposers may propose terms to Participating Entities related to Buyout to Keep early termination option on an FMV Lease that involves the acquisition of the MFD by the participating purchasing entity, and consists of any current and past due amount, plus the remaining stream of MFD device payments. Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the <u>Master Agreement Acceptance Form</u> provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
15	Question	Can the City provide estimated amounts of devices to be leased as well as provide estimated print volumes per device category? If so, what are they?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The number of devices may vary by the different organizations, including the

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		City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Solicitation, Appendix B, Section F: 3. Purpose The City and CoreTrust seeks proposals from qualified Vendors capable of offering consulting services to right-size Multifunction Device (MFD) needs and managed printing services for The City of Houston, TX ("the City") and for other participating entities utilizing the resulting Contract; the ability for the City and other participating entities to purchase manufacturer-agnostic MFDs of various sizes (from desktop units to large, industrial printing machines) bundled with managed print services; the ability for the City and other participating entities to lease manufacturer-agnostic MFDs bundled with managed print services; and the ability for the City and other participating entities to lease manufacturer-agnostic MFDs bundled with managed print services and all relevant supplies (excluding paper). 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
16	Question	Will the City agree to monthly print volume guarantees or would the city prefer to only pay for the actual number of prints that they make?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The monthly print volumes that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Please refer to the revised solicitation Section 6.5 Pricing and Line-Item Pricing workbook. There is a tab for Proposers to offer pricing for managed print services based on cost per device and cost per monthly volumes. Proposers may add other additional information as needed.
17	Question	The RFP does not address late fees and it asks for Net 30 terms with the ability to pay sooner than Net 30 if offered a discount. Will the City be paying late penalties for lease and services not paid within the 30-day time period?
	Response	Proposers may propose terms for late fees with participating entities. Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the Master Agreement Acceptance Form provided in Section J

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		of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
18	Question	Since the City encumbers funds based on their fiscal year, would the City want to consider paying the lease annually, in its entirety and in advance in order to receive additional discounts and avoid the soft cost of processing 12 lease invoices per year instead of only 1 annual, in advance, lease payment.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The payment terms may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
19	Question	The RFP does not address returning equipment at the end of term and does not address who is responsible for paying for the return of said equipment. Is the City willing to pay for the equipment return at the end of the lease term?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The process and terms of returning used equipment may vary among the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the Master Agreement Acceptance Form provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
20	Question	Since this RFP is requesting an FMV lease, this means that the city will not be taking ownership of the equipment. Therefore, ownership will stay with the leasing company. Any leasing company will pass on the property tax to the City by either building it into the lease rate or invoicing the customer directly annually. Is the City mandating that the Property Tax be handled by the leasing company?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The handling of property tax may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the Master Agreement Acceptance Form provided in Section J

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		of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
21	Question	The bid does not address fuel surcharges that many companies are charging during this time of inflated fuel costs. Will the City be willing to pay fuel surcharges on top of their regular service costs?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The payment of fuel surcharges may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers may propose terms regarding fuel surcharges with participating entities. Please review the revised solicitation under Section G, 9.0 Other Required Information, 9. Additional or Alternative Terms and Conditions in a Participating Entity's Contract. Please also refer to Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the <u>Master Agreement Acceptance Form</u> provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
22	Question	Does the City prefer to use a Purchase Order in lieu of signatures on the contracts that the City will be agreeing to?
	Response	The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
23	Question	Will the City allow the use of refurbished parts in the machines or do the machines need to include 100% new OEM parts and supplies?
	Response	Solicitation, Appendix B, Section 6 Scope of Work, 6.7 Product Options, 6.7.2 All proposed MFDs (and associated hardware) must be new (not refurbished or remanufactured) and current. Proposers may offer certain close-out MFDs (and associated hardware) if specifically noted in their proposal. All items must comply with applicable safety or regulatory standards or codes
24	Question	Does your Help Desk function as the first point of contact for end users requiring support with in-scope print devices or do those requests go directly to vendor(s)? What is your intent in your future state program?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The function of the Help Desk may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. For example, assuming the participating entity chose leased MFDs, managed print services, and supplied as their procurement option, requests may go directly to the vendor. It would also depend on a participating entity's policies regarding IT-related requests.

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25	Question	If your internal Help Desk is part of the workflow for end user print support, is integration with a vendor Help Desk preferred or required? If so, can you advise the name and what version of Help Desk software is currently in use?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of Help Desk software that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
26	Question	Are there print program-related responsibilities related to print IT would prefer to offload to a vendor? If yes, what burden would you like to explore reducing?
	Response	Please refer to Federal Contract Terms and Conditions and Section H – Requirements for National Cooperative Contract. Federal Contract Terms and Conditions, 15. Applicability to Subcontractors. Supplier partner agrees that all contracts it awards pursuant to the Master Agreement shall be bound by the foregoing terms and conditions. Section H – Requirements for National Cooperative Contract, 2. Authorization of Contractors, Subcontractors, Dealers, Resellers, and Distributors. If Lead Agency or Respondent requires the use of contractors, subcontractors, dealers, resellers, or distributors to sell or service the Products & Services included in their proposal, the proposal should provide a list of or direct the proposal review team to where they can locate a list of the Respondent's dealers, resellers, or subcontractors who shall be authorized to sell through the contract in the event the Respondent receives a contract award. In the event Respondent receives a contract award and, during the term of such Master Agreement, additional or different contractors, subcontractors, dealers, resellers, or distributors are required by Lead Agency, Participating Agency, and/or Respondent (as applicable), the use of such additional or different contractors, subcontractors, dealers, resellers, or distributors shall be subject to the other party's consent (which approval shall not be unreasonably withheld, conditioned, or delayed) as evidenced in a writing signed by an authorized representative of each of Respondent and Lead Agency.
27	Question	Does your organization have centralized solutions and formal processes in place to ensure the security of print devices? What are your security requirements vendors should consider?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. Security requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
28	Question	Who maintains your print security standards and how do you know you comply with policy?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services.

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		Print security standards may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
29	Question	Will the City of Houston be using City OR Federal funds?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of funding that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers are reminded that the awarded contractor's pricing will be made accessible nationally under the cooperative contract, ensuring standardized pricing and availability across all participating entities.
30	Question	With respect to the Federal Contract Terms and Conditions, can Sharp provide modified language to a provision that requires modification to prior to?
	Response	No, Lead Agency and CoreTrust will not entertain deviations to the Federal Contract Terms and Conditions. Solicitation, Federal Contract Terms and Conditions states: <u>For each of the items below, Respondent should certify its agreement and ability to comply, where applicable, by having its authorized representative sign the acknowledgment at the end of this form.</u> If Respondent fails to complete any item in this form, CoreTrust shall consider Respondent's response to be that it is unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the supplier partner using Federal funds.
31	Question	Can the proposer take exceptions to the terms and conditions outlined in the MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT and the ADMINISTRATION AGREEMENT? The RFP indicates that exceptions may be taken to the Master Agreement; however, we would like to confirm whether exceptions are also permitted for the other two agreements referenced above.
	Response	These documents are all part of the Master Agreement. Solicitation, Appendix B, Section F, 1. Overview: This Request for Proposals solicitations ("solicitation") is published by the city of Houston, TX ("Lead Agency") for the purpose of awarding a master cooperative purchasing agreement (the "Master Agreement") and creating a cooperative purchasing program for Suppliers with related products and services (the "Program") that shall be available to Participating Agencies Solicitation, Appendix B, Section F, 8. Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the <u>Master Agreement</u>

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		Acceptance Form provided in <u>Section J</u> of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
32	Question	The description on the Beacon bid website states “This is for a three (3) year contract with two (2) one-year options to renew annually, for a maximum five (5) year term.” However, the excel cost proposal spreadsheets request 12-month to 60-month FMV lease price options. Could we please get clarification on the contract term?
	Response	The awarded Contractor’s pricing will be available nationally under the cooperative contract. There is nothing excluding participating entities from engaging in a 12-month term. Proposers should account for all product offerings and services in-scope with the Solicitation. 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale 6.12 Scalable Pricing: Proposers are strongly encouraged to consider how they may flex scalable pricing to promote equity and accessibility of the resultant Contract (e.g.: how pricing can be reachable to underserved regions).
33	Question	Could the city please provide a current fleet listing for each device and include the current make, model, and average monthly volume for both B&W and color listed separately?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The current fleet listings that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers are reminded that the awarded contractor’s pricing will be made accessible nationally under the cooperative contract, ensuring standardized pricing and availability across all participating entities.
34	Question	Will the city be replacing the entire fleet as a single order? Or will this be a phased refresh approach where devices are replaced as needed? If phased, what is the anticipated schedule for the phases?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The process and terms of replacing equipment used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
35	Question	What are the required hours for service and maintenance support on site?

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	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The process and terms of required hours for service and maintenance may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers should account for all product offerings and services in-scope with the Solicitation. 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale 6.12 Scalable Pricing: Proposers are strongly encouraged to consider how they may flex scalable pricing to promote equity and accessibility of the resultant Contract (e.g.: how pricing can be reachable to underserved regions).
36	Question	Are all FMV Lease columns in the Cost Proposal 0-1 and 0-2 spreadsheets to be completed as monthly figures, that is, as a single month's cost?
	Response	Yes. The intended goal is to provide transparent purchase and lease pricing to participating entities.
37	Question	The "Line-Item Hardware" tab in Cost Proposal 0-1 contains the same line-item rows and columns as the Cost Proposal 0-2 "Roll Up Lease Managed" and "Roll Pricing Lease Manage Supplied" tabs. Are both Cost Proposal 0-1 and 0-2, required to be completed, or is the respondent requested to complete only one or the other?
	Response	Please review the revised solicitation and Section O Line-Item Pricing (Excel) workbook. There is an addition of an instructions tab indicating which tabs in the workbook are mandatory. Please submit all in-scope consulting, managed print services, MFD devices and compatible accessories/upgrades, compatible consumables, etc. in anticipation of this resulting national cooperative contract.
38	Question	On spreadsheet 0-1 there are three tabs. How does the city define the difference between "Roll Up Lease Managed" versus "Roll Pricing Lease Manage Supplied"? Both show CPP and lease cost columns.
	Response	Please review the revised solicitation and Section O Line-Item Pricing (Excel) workbook. There is an addition of an instructions tab indicating which tabs in the workbook are mandatory. Please submit all in-scope consulting, managed print services, MFD devices and compatible accessories/upgrades, compatible consumables, etc. in anticipation of this resulting national cooperative contract.
39	Question	On spreadsheet 0-1 the "Roll Up Pricing Purchase Price" tab includes only a Cost Per Page column, is the intent to have all monthly equipment rental costs included within the Cost Per Page, meaning there are no additional FMV lease or purchase charges at all?

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	Response	Please review the revised Solicitation and Section O Line-Item Pricing (Excel) workbook. There is an addition of an instructions tab indicating which tabs in the workbook are mandatory. Please submit all in-scope consulting, managed print services, MFD devices and compatible accessories/upgrades, compatible consumables, etc. in anticipation of this resulting national cooperative contract.
40	Question	Regarding the “Reasonableness of Price Documentation” fields in the Cost Proposal 0-1 and 0-2 spreadsheets, is the respondent to reference MSRP or a previously awarded group contract they offer?
	Response	Solicitation, Appendix B, Section G, 5.6.6 through 5.6.6.5 governs the order of precedence for reasonableness of price documentation. If a Proposer does not have a previously awarded Contract (active or with an expiration date no more than 1 year prior to the date of Solicitation release) or paid invoices from a government or business entity, the Proposer may submit their MSRP or Catalog pricing. Please also refer to the revised Section O Line-Item Pricing (Excel) workbook regarding entry of Reasonableness of Price with the cost proposal.
41	Question	Do the following (Y/N) entries on Cost Proposal 0-1 mean that the software costs are included in our stated equipment pricing, or do these entries just indicate our machines are compatible with these software platforms? DocuWare (Y/N) Tungsten (Y/N) Printer Logic (Y/N) XM Fax (Y/N)
	Response	The intent is for Proposers to indicate all costs included in stated equipment pricing. Proposers may add additional rows to express compatibility of different software platforms if they so choose. Please refer to the revised Solicitation and Section O Line-Item Pricing (Excel) workbook. Solicitation, Appendix B, Section F, 6.5.6 Proposers shall clearly identify any associated costs that are not accounted for in the Proposed Pricing Pages in order to provide the best total cost picture for participating entities.
42	Question	Does the city currently own the Printer Logix, Tungsten TotalAgility, and Docuware software platforms and wish to keep them? Meaning only the renewal of Maintenance and Support is to be quoted? a. If yes, would the city be willing to renew these platforms with the current vendor, but choose a new vendor for the hardware? b. If no, would the city accept proposals for alternative comparable software platforms? Ie: PaperCut, GoldFax, Laserfische, Square 9, Equitrac i. For all three platforms? Or if not which ones? ii. Would the city allow for an additional Q&A period for software specifications needed?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of software program that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.

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		The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
43	Question	Which accessories should be configured for each proposed model? Examples: minimum tray capacity, staple, hole punch options, card readers for authentication, etc.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. Configuration of the equipment may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
44	Question	Should manufacturer recommended surge protection/power filters be included in equipment pricing?
	Response	The purpose of the Solicitation is to obtain a wide variety of pricing that will be available through the national cooperative. Proposers may propose pricing for products in-scope meant to enhance or protect equipment. The awarded Contractor's pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide.

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		6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
45	Question	The “Line-Item Software” tab in Cost Proposal 0-1 requests Cost per Device, does the city request the one-time purchase price, or monthly cost be listed? a. If monthly, what term is requested?
	Response	It would be encouraged to provide pricing options for one-time purchase and a monthly cost. The awarded Contractor’s products and pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale
46	Question	Regarding the XM FAX software, how many fax numbers are required?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The amount of fax numbers required may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
47	Question	Can the fax numbers be new, or do they need to be ported from a current provider
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The configuration of the fax numbers may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
48	Question	How many desktop licenses are needed for faxing from PC’s
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services and managed print services The number of desktop licenses required may vary by the different organizations that utilize this national cooperative agreement.
49	Question	Does the city bill back printing costs to departments or outside parties?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The process of billing back printing costs may vary among the different organizations, including the City of Houston, that may utilize this national

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		cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
50	Question	Does the city require print volume reporting for individual users? a. If yes, how will the individual users authenticate at the devices? Ie: network login, account codes, or badge readers?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The process of authenticating users may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Solicitation, Appendix B, Section G: 5.5.2.2 Monitoring Practices: • Monitoring of participating entities' usage • System maintenance, service, fixes, and other functionality-based services
51	Question	Pricing 6.5 The city is requesting transparent pricing rolled up into a per print cost. While this is a common practice and simple when it just involves standard maintenance (i.e. parts, labor toner, staples & etc.), this can be very difficult to price to scale for a national program where there are no defined volumes (i.e. Tungsten, PaperCut, XM Fax, PaperCut & etc.). Would the city consider purchase and monthly lease prices for these types of solutions in place of being lumped into a per print ("click") charge?
	Response	Yes, please see revisions to the Solicitation Section F 6 Scope of Work; Section F, 7 Attachments; Section G 5.6 Cost Proposal and Section G 5.5.2 Product Options/Variety/Availability and Service Capability; and Section O Line-Item Pricing (Excel) workbook.
52	Question	Section O-1 Cost Proposal Our firm offers DocuWare, Tungsten, PrinterLogic & XM Fax along with hundreds of other solutions. Because these solutions are broad in scope, it makes listing a purchase price on a per print basis nearly impossible with all the configurations. Can we identify line-item purchase pricing for these and other solutions instead of a per print cost?
	Response	Yes, it is reasonable to do that. Please see revisions to the Solicitation Section F 6 Scope of Work; Section F, 7 Attachments; Section G 5.6 Cost Proposal and Section G 5.5.2 Product Options/Variety/Availability and Service Capability; and Section O Line-Item Pricing (Excel) workbook.
53	Question	Technical Specifications Our organization provides over 500 hardware and software applications to our clients. Is it necessary to provide technical specifications for our entire portfolio of proposed software and hardware solutions, or can we provide links instead?

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	Response	The awarded Contractor's products and pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale 6.6.2 Proposers shall provide technical specification sheets in searchable PDF format for all proposed hardware/MFDs. Solicitation, Appendix B, Section G: 5.5.2.5 Technical Specifications (all proposed Devices/MFDs): • Print speeds (b/w and color) • Resolution (dpi) • Connectivity (Ethernet, WiFi, USB, etc.) • Security features (secure printing, encrypted storage, firmware verification, etc.) • Other features (energy saving, finishing features, etc.) • Breadth and depth of proposed offerings (ability to meet a wide variety of use-cases and manufacturer-agnostic MFDs) 5.5.2.6 Technical Specifications (Software/Cloud Solutions): • Specifications for all proposed software and cloud solution offerings such as, for example, DocuWare or Tungsten TotalAgility.
54	Question	6.14.4 Is FIPS required for standard machine usage on an agency's network, or only for services being hosted outside of your network?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The FIPS requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. The awarded Contractor's products and pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F:

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		6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
55	Question	5.5.3.3 Can you please define what is meant by PPI? Can you please provide a more definitive list of user data regulations we might have to be in compliance with.
	Response	“PPI” is Private Personal Information, interchangeable with “PII” - Personally Identifiable Information. The resulting contract will be available nationally. It is not possible to provide a definitive list of user data regulations as each Participating Entity will likely have their own data security requirements. The solicitation attempts to capture general data protection considerations via proposers’ submissions of their data protection and cyber security plans and protocols and their data breach plans.
56	Question	Page 12 Required Forms to be Submitted with Proposal Exhibit VII Certification for Debarment and Suspension and Exhibit VIII Anti-Lobbying Certification are not on the list of required forms to be submitted with the Proposal but they are included with the E-Bid Attachments. Are these forms required with submission?
	Response	Exhibit VII, Certification for Disbarment and Suspension has been removed from the Beacon bid and is not part of the required documents to submit with the proposal.
57	Question	Exhibit VI Equal Opportunity Clause; Section C Federal Contract Terms and Conditions, 3. Equal Employment Opportunity; Section D New Jersey Business Compliance, Attachment 3, Affirmative Action Affidavit, Mandatory Affirmative Action Language Do these items remain necessary given the President’s Executive Order 14173?
	Response	Exhibit VI – Equal Opportunity Clause has been removed from the solicitation requirements listed in Part 9 of the RFP. Contractors shall comply with the City’s Equal Employment Opportunity Ordinance as set out in Section 15-17 of the Code of Ordinances.
58	Question	Exhibit II M/WBE Forms Are these forms required with submission? The M/WBE Goal shows as 0% and Part 10 indicates these are required forms to be submitted by recommended vendor only.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The RFP was advertised with a 0% MWBE goal. The MWBE requirements may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
59	Question	Section O-2 Cost Proposal The form on “Line-Item Software” references DEX IMAGING CORETRUST RFI PRICING (SOFTWARE/CLOUD). Can you explain the relationship with the city, CoreTrust, and Dex Imaging and how we are supposed to provide their pricing?

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	Response	The awarded Contractor's products and pricing will be available nationally under the cooperative contract. Proposers may add additional rows to express compatibility of different software platforms if they so choose. Dex Imaging is just one option. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
60	Question	Section - O The 4 sections (XM FAX, Printer Logic, Docuware, and Tungsten TotalAgility) listed in the Section – O Cost proposal represent 3rd party software, not features of capabilities of products offered. Please clarify what information you are requesting with this document.
	Response	Cost of software per device.
61	Question	General There are no current descriptions or requirements listed of MPS Services currently being provided to the City of Houston. Is the intent of the city to describe our capabilities as part of this evaluation as a value addition, or is the expectation something else?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The MPS services may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers should account for all product offerings and services in scope with the solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
62	Question	Section N – Technical Proposal 5.5.2 Please provide the current size (i.e. machines in field, specifications of each individual device, current lease terms) of the City of Houston fleet in order to accurately provide consulting services to “right-size” the fleet
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The size and specifications that are used may vary by the different organizations, including the City of Houston, that may utilize this national

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		cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers must provide their 5.5.2.1 Consulting Services Methodology. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
63	Question	Section N – Technical Proposal 5.5.2.5 Please provide current security features for all of the City of Houston devices in field in order to accurately recommend a solution.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The security features that are used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers must provide their 5.5.2.1 Consulting Services Methodology. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
64	Question	Section O-2 Cost Proposal Please clarify why Dex Imaging is notated on the header for the Line-Item Software tab for an RFP Solicitation that is being marketed as open? Column G already contains a “Dex Recommendation” header with the proposed model.
	Response	The awarded Contractor’s products and pricing will be available nationally under the cooperative contract. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F:

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		6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
65	Question	Purpose This section states that the City of Houston is looking for “manufacturer agnostic MFDs of various sizes (from desktop units to large, industrial printing machines) bundled with managed print services”. Why has no information been shared about the current solution for the City of Houston? If this is designed to be an agnostic solution, why is Dex Imaging equipment already selected on all of the cost proposal documents?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of devices and services used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F : 5.6.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 5.6.2 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
66	Question	5.6.2 Scalable Pricing Please clarify the definition of scalable pricing as it related to the City of Houston given that no fleet volumes have been provided to the respondents.
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The fleet volume that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Proposers should account for all product offerings and services in-scope with the Solicitation. Solicitation, Appendix B, Section F: 6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide.

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		6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale.
67	Question	Section O-2 Please clarify the definition and intent of Columns E,F,G,H on the Line-Item Software tab. Are these intended to be used as a grading rubric for the City of Houston or is the respondent expected to compare itself to Dex Imaging?
	Response	Please review the revised solicitation and Section O Line-Item Pricing (Excel) workbook.
68	Question	General Who is the incumbent solution provider for the City of Houston and why is the City of Houston seeking a new solution provider?
	Response	The City's current provider for Managed Print Services is Ricoh USA Inc. The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The current provider being used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
69	Question	Section F How will CoreTrust/City of Houston maintain a list of State and Local entities that are registered underneath this agreement and what frequency will that list be provided to the awardee? The Intergovernmental agreement is between CoreTrust participants and the City of Houston. How will CoreTrust be obtaining these agreements and will they be providing them to the awardees.
	Response	Please refer to Section I – Form of Master Agreement, Master Cooperative Purchasing Agreement and Attachment A – Terms and Conditions.
70	Question	Part 6 The terms and conditions for order time procurements such as leases, rentals and maintenance agreements are not included in any of the attached documents. Please confirm you will accept these terms to be included by the manufacturer as an attachment
	Response	Proposers may propose terms. Solicitation, Appendix B, Section F, 5.0 Attachments, a. Master Agreement: Many of the terms and conditions contained in the Master Agreement template are required by state and federal law; however, Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the <u>Master Agreement Acceptance Form</u> provided in Section J of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
71	Question	Products and Services Are awardees able to submit a price file that includes standard discount percentages in addition to optional lease and purchase terms for added procurement flexibility?
	Response	Yes. Please refer to Line-Item Pricing and the revised solicitation. Solicitation, Appendix B, Section F:

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		6.1.2 Submission Scope: Qualified Proposers must submit proposals within the scope of work in order to support differing, scalable needs nationwide. 6.3.1 National Support: Qualified Proposers must be able to support multiple clients on a national scale. 5.4.4 Proposers shall clearly identify any associated costs that are not accounted for in the Line-Item Pricing Pages in order to provide the best picture of the total cost for participating entities. 5.4.4 Proposers shall provide Section O – Cost Proposal Section O Line-Item Pricing (Excel) workbook for ease of pricing transparency and methodology for evaluation purposes. 6.5.8 Proposers shall detail the scalability of pricing based on number of machines purchased or leased. 6.11 Scalable Pricing: Proposers are strongly encouraged to consider how they may flex scalable pricing to promote equity and accessibility of the resultant Contract (e.g.: how pricing can be reachable to underserved regions). Solicitation, Appendix B, Section G : 5.4.4 Competitive Pricing Proposers are strongly encouraged to offer competitive pricing to account for vastly differing buying environments throughout the country.
72	Question	Master Purchasing Agreement The respondent will provide supplemental terms and conditions to the member at the master and local level to enhance the existing terms and conditions to enable the end customer to be able to lease and rent from the respondent. Can the respondent provide those terms?
	Response	Any contract award shall be subject to the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Participating Agency construction contract agreed upon by supplier partner and the Participating Agency which must be consistent with and protect the Participating Agency at least to the same extent as the Master Agreement. Solicitation, Appendix B, Section F, 8. Respondents may propose changes to the Master Agreement by communicating any exceptions or deviations in the Master Agreement Acceptance Form provided in <u>Section J</u> of this solicitation. Any proposed changes are subject to Lead Agency review and written approval.
73	Question	5.4.4 Location of Data Nothing that Xerox provides to its customers involves the “use or disclosure” of PHI. We do, of course, agree that user data is confidential, and that Xerox must keep it confidential to the extent that we have incidental exposure to it. To that end, the contract contains confidentiality

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		terms that impose this obligation on Xerox. We can confirm that the Services to be performed under this contract shall be assigned to U.S. resources, except that Helpdesk services are performed in facilities located offshore, including Canada and Jamaica. Standard back-office administrative and contract support functions, such as billing, contract management, and order processing, not Services and may be performed, inside or outside the U.S
	Response	This is not a question.
74	Question	What types of documents are typically sent via fax (e.g., patient records, contracts, invoices)?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The types of documents being sent by fax may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Therefore, the solicitation seeks to capture Proposers' overall cybersecurity effectiveness and compliance as outlined in Appendix B, Section F 6.9 through 6.9.6 and Section G 5.5.3 through 5.5.3.7.
75	Question	How many fax-enabled devices or lines does your organization manage?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The number of fax services or lines that are used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
76	Question	Approximately how many faxes are sent and received monthly?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The number of faxes sent/received may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
77	Question	Can you provide the makes and models of the current devices within your fleet?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The makes and models of current devices that are used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
78	Question	Can you provide a monthly volume for mono versus color devices?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The monthly volume that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative

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Sallie Alcorn

Controller: Chris Hollins

		agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
79	Question	Does your organization currently utilize print management software to support secure printing and/or badge-release printing? If so, which product?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of software program that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
80	Question	What data collection agent do you currently utilize?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The data collection agent that is used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
81	Question	What accessories are utilized on the current equipment?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The accessories that are used may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee.
82	Question	Would you like the requested accessories to be included in the purchase and lease price, or listed separately as individual items to be added as needed?
	Response	The resulting contract will list both options (calculated in roll up per print cost; listed separately) for the benefit of participating entities and in anticipation of vastly differing buying environments throughout the country.
83	Question	Do you utilize 11X17 paper?
	Response	The primary goal of this solicitation is to establish a comprehensive national cooperative contract for Multi-Function Devices and Managed Print Services. The type of paper utilized may vary by the different organizations, including the City of Houston, that may utilize this national cooperative agreement. The specific requirements for the City will be discussed during contract negotiations with the recommended awardee. Solicitation, Appendix B, Section F 6.6.2 Proposers shall provide technical specification sheets in searchable PDF format for all proposed hardware/MFDs Proposers should include MFDs that support 11x17 paper and otherwise.

END OF LETTER OF CLARIFICATION NO. 3

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are

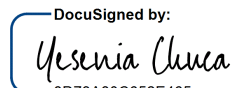
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collaboratively from both the Strategic Procurement Division and the applicable City Department(s). It is the responsibility of the respondent to ensure that it has obtained all such letter(s). By submitting a proposal on this project, respondents shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into their proposals.

If you have any questions or if further clarification is needed regarding this solicitation, please contact Wesley White at wesley.white@houstontx.gov or 832.393.8008.

Sincerely,

DocuSigned by:


for Jedediah Greenfield
Chief Procurement Officer

DS


C: File: RFP 2025-0010

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